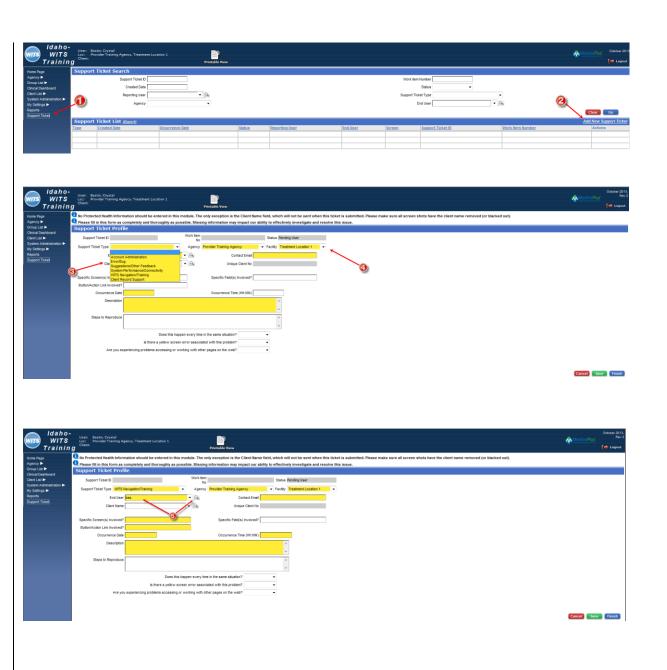
## **Creating Support Tickets**

## WITS Navigation/Training Support Tickets

These are created when WITS system training is requested on a particular section of WITS for the Agency.

- **1. Getting here in WITS:** Login, select the Facility, select **Support Ticket** on the navigation pane.
- 2. Click on Add New Support Ticket.
- **3.** Select <u>WITS Navigation/Training</u> from the drop down menu.
- **4.** Select the correct Facility, if necessary.
- 5. Enter the first couple of letters of the End
  User's last name and click on the magnifying
  glass. Select the correct name from the drop
  down menu. The Contact Email will auto
  populate.

Note: End user is the person who will receive questions regarding this support ticket.



- **6.** Enter the <u>Specific Screen(s)</u>, <u>Button/Action Link</u> <u>Involved</u>, <u>Occurrence Date</u>, and <u>Occurrence Time</u>.
- 7. Optional: Enter the Specific Field(s).
- **8.** Enter the **Description** of the issue.
- **9. Optional:** Enter the instructions for how to perform the activity you were working on in **Steps to Reproduce**.
- **10. Optional:** Select the appropriate answers from the drop down menu's. Click **Save**.
- **11. Optional:** Click on <u>Browse</u> and attach any supporting documentation, such as screenshots, etc. Click <u>Save</u>.
- 12. Click on Submit to WITS Admin.

